



Improving Your Health





Important Numbers

To change your CommunityCARE doctor, file a complaint, or just ask a question about the CommunityCARE program, call the toll-free CommunityCARE Enrollee Hotline at:

1-800-259-4444

For the hearing impaired call

1-877-544-9544

Monday-Friday, 8:00 a.m. – 5:00 p.m.

The information in this booklet can be obtained in Spanish and Vietnamese.
La información contenida en este panfleto puede ser obtenida en español y vietnamés.

Quý vị có thể lấy dữ kiện trong tập sách này bằng tiếng Tây ban nha và tiếng Việt

www.la-communitycare.com



www.la-kidmed.com

Translation Page





What is CommunityCARE?



CommunityCARE is a Medicaid program. Now that you are enrolled in Medicaid, your medical care will be provided through the CommunityCARE program. CommunityCARE links you to a doctor or clinic (also called your "Primary Care Provider" or "PCP") in the parish where you live or the parish next to you. **The services covered by CommunityCARE are the same services covered by Medicaid.** Your CommunityCARE PCP will be your "medical home" for most of your medical needs, and will be available, or will arrange for medical care coverage 24 hours a day 7 days a week, including holidays.

Your CommunityCARE PCP will take care of your routine medical needs, refer you to specialists and admit you to hospital when needed. Your children's CommunityCARE doctor will also take care of KIDMED checkups and immunizations (shots), or will tell you where to get KIDMED services. With CommunityCARE, you will always have a doctor who will accept your Medicaid card.

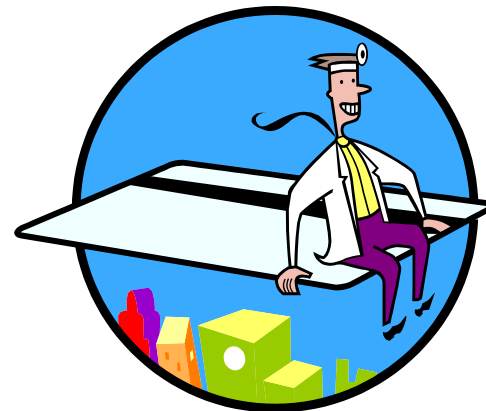
Please take moment to read this booklet and keep it for your records.



Do I still use the same Medicaid card?

Yes. The plastic medical card that all Medicaid recipients receive is also used for CommunityCARE. Your Medicaid card is your "insurance" card and you must show it each time you get medical care. Your doctor must use your card to get your Medicaid eligibility information.

Carry the card with you at all times!





What do I do when I need medical care?



Call your CommunityCARE doctor to make an appointment.

Your CommunityCARE doctor will be your "medical home". When you need medical care you must call your CommunityCARE doctor first. If you are visiting away from home and need to see a doctor, you must still call your CommunityCARE doctor for instructions. If you need medical care, you should call your doctor's office even if you think the office might be closed. Your doctor should have a phone message telling you how to get care when the office is closed. Check with your CommunityCARE doctor to find out how to obtain care after hours.

If you are sick, you should call your CommunityCARE doctor. He will either give you an appointment for that day, or within 2-3 days, depending on the urgency of your condition. If your CommunityCARE doctor thinks you need to be seen, but cannot give you an appointment, he should give you a referral to be seen by another doctor. You should not go to the emergency room for a condition that is not an emergency, just because you couldn't get a same-day appointment with your CommunityCARE doctor. If you do, you may have to pay the bill.





What if I can't reach my CommunityCARE doctor?



When you're sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, make a doctor's appointment or use self-care. Or you may just be curious about a health issue and want to learn more. If you have questions of a medical nature, you may contact the **Louisiana Medicaid Nurse Helpline** toll-free at **1-866-529-1681** any time, day or night, to speak with a nurse. With the Louisiana Medicaid Nurse Helpline, answers to your health questions are just a phone call away.





What if I want to go to a specialist?



You should see your CommunityCARE doctor **BEFORE** you make an appointment with a specialist. If your CommunityCARE doctor decides that you need specialty care he will refer you to a specialist.

If you go to another doctor that your CommunityCARE doctor did not refer you to, Medicaid may not pay the bill. Medicaid will only pay for specialty care that is approved by your CommunityCARE doctor.



Can I still go to my OB doctor?



YES. CommunityCARE does not affect care related to your pregnancy. You do not have to call your CommunityCARE doctor before going for your pregnancy check-ups.

It is very important that you make an appointment with an OB doctor as soon as you can. Early prenatal care helps keep you and your baby healthy!

If you need help finding a specialist (including an OB doctor) who will take your Medicaid card, you may call the Specialty Care Resource Line toll-free at:

1-877-455-9955

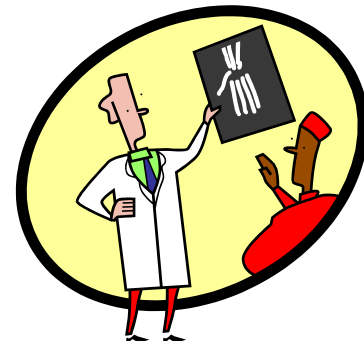




Do all services need a referral from my CommunityCARE doctor?

No. There are some services that you can get without a referral from your CommunityCARE doctor. These services are listed below:

- Chiropractic services for children under age 21
- Dental services for children under age 21
- Dental services for pregnant women ages 21-59
- Dentures for adults
- Personal Care Services for children under age 21
- Occupational Therapy, Physical Therapy and Speech Therapy provided by schools (ages 3-21) or Early Intervention Centers (under age 3)
- Eye glasses and services, provided by an eye doctor, for children under age 21
- Family planning services
- Hemodialysis services
- NOW Waiver, Elderly and Disabled Adult Waiver, Adult Day Health Care Waiver, and Children's Choice Waiver services
- Hospice services
- State mental health clinic services
- Mental health rehabilitation services
- WIC services (Office of Public Health)
- Prenatal/obstetrical services
- Psychiatric inpatient hospital services
- STD clinic services (Office of Public Health)
- Long Term Personal Care Services (PCS) for adults
- Services provided by school based health centers for children age 10 and older
- Immunizations for children under age 21 (Office of Public Health and affiliated providers)
- Hospital inpatient admissions
- Targeted case management
- Transportation Services
- Tuberculosis clinic services
- Pharmacy services
- Psychiatrist services





What about emergency treatment?

An emergency is a **sudden** or **unexpected** condition that cannot wait until the following day to be treated in your doctor's office. Your Medicaid card may not cover treatment in the emergency room for minor illnesses and injuries that should have been treated in your doctor's office. **If you receive treatment in the emergency room for a problem that does not meet the reasons below you might have to pay the bill.** You should **ONLY** go to the emergency room or call 911 if:

- ✱ You or your child have very serious symptoms and/or **severe** pain
- ✱ You feel that you or your child's health, body functions or life are in danger if you do not get treatment immediately
- ✱ You are pregnant and feel that you or your unborn baby's health or life is in danger if you don't get treatment immediately

If you have an emergency condition go to the nearest emergency room.

If you are not sure whether your illness or injury is an emergency, you should call your CommunityCARE doctor-even if you think the office is closed. Your doctor should have a phone message with advice on what to do when the office is closed. If you can't reach your CommunityCARE doctor, you may also contact the Louisiana Medicaid Nurse Helpline.





These are some reasons you may need to go to the Emergency Room:

- Soft spot on baby's head is raised or bulging
- Broken bones
- Choking
- Convulsions
- Difficulty breathing
- Fever 102.0 degrees Fahrenheit in a child less than 3 months old
- Headache that will not go away
- Poisoning
- Severe asthma
- Severe bleeding
- Severe diarrhea or vomiting
- Severe pain
- Unable to place chin to chest or complaints of a stiff neck
- Your child is not drinking and not wetting diapers
- Head injury



These illnesses can usually wait until the next day:

- Allergies
- Attention Deficit Disorder
- Constipation
- Cough
- Mild diarrhea
- Ear infection
- Low grade fever
- Minor asthma
- Minor vomiting
- Rashes
- Reflux (heart burn)
- Ring worms
- Sore throat
- Sprained ankle, wrist, etc.
- Urinary tract infections
- Minor infections





What if I am not happy with my medical treatment?



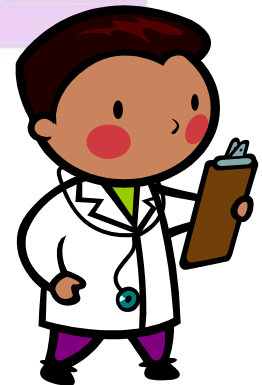
First, you should talk to your doctor. Your doctor needs to know if your treatment is not helping you. Your CommunityCARE doctor will work with you to provide the best plan of care.

If you have a problem that you have not been able to solve by talking to your doctor, you can call the CommunityCARE toll-free hotline at **1-800-259-4444**. A service representative will work with you and your doctor to help solve the problem.



Can I change my doctor or clinic?

You have 90 days to change your doctor if you get linked to a doctor that you do not want to see. You can change your doctor by calling the CommunityCARE Enrollee Hotline toll-free at **800-259-4444**. After 90 days you must get Medicaid approval to change, or stay with that doctor for 12 months or until "open enrollment." You will be notified of open enrollment once a year. Once you have called the Enrollee Hotline and requested a change of PCP, it can take up to 5 weeks to become effective. If you need to see a doctor before your PCP change becomes effective, you can see your current PCP, or you can ask for a Transitional Authorization, so that you can see your new PCP. However, it can take up to 10 days to get a Transitional Authorization. If you use Medicaid transportation, you should choose the CommunityCARE doctor closest to you. Remember, Medicaid will only pay for transportation to the nearest available Medicaid provider.





What is KIDMED?



KIDMED is a preventive health care program of Louisiana Medicaid for children up to age 21. Medical screening services are provided to a child by his or her KIDMED doctor or CommunityCARE PCP. Any person under age 21 who has a Medicaid card can have KIDMED services.

The KIDMED program will start your child on a healthy life by providing:

- Complete physical exams
- Dental exams
- Vision and hearing checkups
- Immunizations (shots)
- Blood and urine tests
- Sick cell anemia tests
- Health education

These services are available from birth at no cost to the Medicaid recipient. Regular preventive care can help keep your child healthy. Health problems may be found and treated early, before they become more serious.

You can contact your child's CommunityCARE doctor to learn more about the KIDMED program and to schedule your child's screening visit. You may also call KIDMED at **1-800-259-4444** or **(225) 928-9683** in Baton Rouge for more information.





our child should get regular checkups, especially when he or she is very young. Your child's KIDMED checkups will be scheduled at the following ages:

- ✱ Newborn (by 1 month)
- ✱ 2 months
- ✱ 4 months
- ✱ 6 months
- ✱ 9 months
- ✱ 12 months
- ✱ 15 months
- ✱ 18 months
- ✱ 2 years
- ✱ 3 years
- ✱ 4 years
- ✱ 5 years
- ✱ 6 years
- ✱ Every two years after age 6
- ✱ Yearly dental check-ups





Why should my child receive KIDMED services ?



Even if your child looks healthy, he or she may have health problems. KIDMED checkups can help find and treat those problems early, and may keep them from getting worse later on. Remember, immunizations (shots) may protect your child from diseases like measles and mumps. Your child needs these shots for day care programs, for Head Start, and for school.

The KIDMED program is focused on keeping your child healthy and making sure your child is seen at the ages previously listed. Your child's KIDMED provider will remind you when the next visit is due



What if there is something wrong with my child ?

If the KIDMED doctor or clinic finds a problem, they will arrange for further care for your child. If your child is in CommunityCARE, his or her PCP may provide further care or may refer the child for specialty care.





How do I sign my child up for KIDMED?



If your child has a CommunityCARE PCP, your child will receive KIDMED services from that PCP, or from whomever the PCP designates. **You no longer need to contact the KIDMED Program to enroll your child in the program.**

If your child is **not** in CommunityCARE, you may sign your child up for KIDMED by calling **1-800-259-4444** or **(225) 928-9683** in Baton Rouge. KIDMED Client Services Representatives will help you choose the doctor, clinic, or other health care provider and dentist you want your child to go to. They can also set up your appointment and help you get a ride there and back.



Fair hearing

You have the right to a fair hearing if you disagree with a decision made by the Medicaid program. You can ask for a hearing on your problem at your local Medicaid office. You can also ask for a hearing by writing to:

Bureau of Appeals
P. O. Box 4183
Baton Rouge, LA
70821





Services Available to Medicaid Eligible Children Under 21



If you are a Medicaid recipient under the age of 21, you may be eligible for the following services:

- 
- Doctor's Visits
 - Hospital (inpatient and outpatient) Services
 - Lab and X-ray tests
 - Family Planning
 - Home Health Care
 - Dental Care
 - Rehabilitation Services
 - Prescription Drugs
 - Medical Equipment, Appliances and Supplies (DME)
 - Case Management
 - Speech and Language Evaluations and Therapies
 - Occupational Therapy
 - Physical Therapy
 - Psychological Evaluations and Therapy
 - Psychological and Behavioral Services
 - Podiatry Services
 - Optometrist Services
 - Hospice Services
 - Extended Home Health Services
 - Residential Institutional Care or Home and Community-Based (Waiver) Services
 - Medical, Dental, Vision and Hearing Screenings, both Periodic and Interperiodic
 - Immunizations
 - Eyeglasses
 - Hearing Aids
 - Psychiatric Hospital Care
 - Personal Care Services
 - Audiology Services
 - Necessary Transportation: Ambulance Transportation, non-Ambulance Transportation
 - Appointment Scheduling Assistance
 - Chiropractic Services
 - Prenatal Care
 - Certified nurse Midwives
 - Certified Nurse Practitioners
 - Mental Health Rehabilitation
 - Mental Health Clinic Services
 - Addictive Disorder Services



and other medically necessary health care, diagnostic services, treatment and other measures which are coverable by Medicaid, which include a wide range of services not covered for recipients over the age of 21.



If you are a Medicaid recipient, under age 21, and are on the Request for Services Registry for the New Opportunities or Children's Choice Waivers, you may be eligible for case management services. To get these services you must contact

(toll-free) **1-800-364-7828.**



You may get other services by calling KIDMED at (toll-free) **1-877-455-9955**. If you are deaf or hard of hearing, please call the TTY number, (toll-free) **1-877-544-9544**. If you have a communication disability or are non-English speaking, you may have someone else call KIDMED, and the appropriate assistance will be provided.



Some of these services must be approved by Medicaid in advance. Your doctor should be aware of which services must be pre-approved and can assist you in obtaining those services. Also, KIDMED can assist you or your doctor with information about which services must be pre-approved.



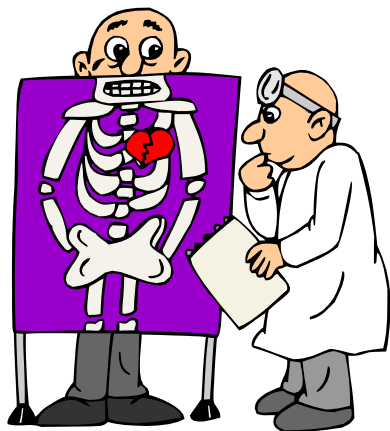
Whenever health treatment or additional services are needed, you may obtain an appointment for a screening visit by contacting KIDMED. Such screening visits can also be recommended by any health, developmental, or educational professional. To schedule a screening visit, contact KIDMED at (toll-free) **1-800-259-4444** (or **928-9683** if you live in the Baton Rouge area), or your doctor if you already have a KIDMED/CommunityCARE doctor. If you are deaf or hard of hearing, please call the TTY number , (toll-free) at **1-877-544-9544**. If you have a communication disability or are non-English speaking, you may have someone else call KIDMED, and the appropriate assistance will be provided.



Louisiana Medicaid encourages you to contact the KIDMED office and obtain a KIDMED doctor so that you may be better served.



If you are in CommunityCARE, please contact your CommunityCARE doctor for assistance in obtaining any of these services, or contact KIDMED at (toll-free) **1-877-455-9955**.



Detach the card above. Write your
CommunityCARE doctor's name and
telephone number on it, and keep it
with your plastic Medicaid card

Revised July 1, 2007